

PATENT
010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR COMMUNICATING WITH SERVICE TECHNICIANS IN A TELECOMMUNICATIONS SYSTEM

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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

October 3, 2003

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Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A *Information Disclosure Statement by Applicant* (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

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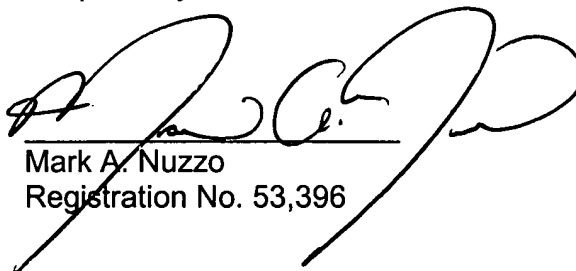
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Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Respectfully submitted,



Mark A. Nuzzo
Registration No. 53,396

KIRKPATRICK & LOCKHART LLP
Henry W. Oliver Building
535 Smithfield Street
Pittsburgh, Pennsylvania 15222-2312

Telephone: (412) 355-6292
Facsimile: (412) 355-6501
e-mail: mnuzzo@kl.com

PTO/SB/08A (10-01)

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Substitute for form 1449/APTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2161
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	010284

[illegible][illegible]

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2161
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	010284

[illegible]

Examiner Signature		Date Considered	
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